

Billing Specialist - 1431

Primary Reason Why Classification Exists

To perform skilled clerical work and processing the municipal utility and tax billing process

Essential Duties

- Processes utility work orders; enters meter readings
- Runs data; generates billing information; runs edit reports; generates re-read work orders; prepares bills
- Adjusts bills; calculates manual bills; calculates water and sewage usage on industrial customers against industrial use permits
- Processes finalized accounts and applies deposits to final billings
- Investigates and resolves irregularities with billing cycles; runs cut-off lists; adds penalties for delinquent accounts
- Informs customers of possible water leaks based on billing information
- Monitors billing cycles to assure all records are submitted on schedule
- Prepares bank drafts; balances utility deposits and related utility and miscellaneous accounts
- Coordinates activities with other office staff and departments
- Performs backup duties of interdepartmental functions as required
- Performs related tasks as required

Knowledge, Skills, and Abilities

- Knowledge of standard office practices, techniques, procedures, and equipment
- Knowledge of Microsoft Office products such as Word and Excel
- Knowledge of commonly accepted practices of records management
- Knowledge of municipal billing and collection policies and procedures
- General knowledge of utility billing policies and procedures
- General knowledge of effective communications practices when interacting with the public
- Ability to operate standard office machines including cash register and computer terminal
- Ability to perform detailed clerical and bookkeeping record work and provide clerical support to other clerical personnel in other departments
- Ability to operate and balance a cash drawer on a daily basis
- Ability to communicate municipal billing and collections policies and procedures
- Ability to establish and maintain effective working relationships with coworkers, the general public, and other municipal staff
- Ability to remain calm when interacting with customers who are angry or argumentative
- Ability to personnel

Physical Requirements

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects. Work requires fingering, grasping, and repetitive motions to operate office equipment, telephones, printers, and computers. Vocal communication is required to express or exchange information. Hearing is required to perceive and understand information at normal voice levels. Visual acuity is required to prepare and understand written or computer data, operation of machines, determine accuracy and thoroughness of work, and observe general surroundings and activities.

Working Conditions

Work in this class is considered sedentary and is performed in a climate controlled office environment without exposure to hazardous chemicals, fumes, or other airborne particulates

Education and Experience

Graduation from high school or GED equivalency and 1 - 2 years experience in customer service and billing and collections; prior experience bookkeeping or billing and collections with a municipal government is desired

Special Requirements

- Valid North Carolina driver's license may be required to operate a municipal vehicle in the performance of duties, or in support of others
- Ability be bonded

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.

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